

Ushering In A New Millennium

Congratulations to the survivors of the dreaded "Y2K" bug; another milestone has been reached. Just don't become too relaxed quite yet. There are still a few hazards awaiting the unprepared.

Even without factoring in *La Nina*, our wet and cold winters typically usher in an increase in accidents. To the pedestrian, our steep Seattle sidewalks can become treacherous when wet. And for those who drive we have that Pacific Northwest phenomena affectionately known as *Black Ice*. But wait; it doesn't stop there.

"... our steep Seattle sidewalks can become treacherous when wet".

Winter also signals the time for increased illness. Unfortunately, office building HVAC systems are not designed to filter out viruses such as colds or flus. That's why it's important for employees to stay home when ill (some things just shouldn't be shared). The JFB does, however, follow an indoor air quality management plan in addition to annual testing to help ensure a healthy work environment.

Don't get too depressed; it's a new millennium and there are many things for federal employees to be optimistic about. ❖

Tenant Spotlight

By Bob King, VA

The Department of Veterans Affairs (VA) established itself on March 15, 1989 succeeding the Veterans Administration and assuming responsibility for providing federal benefits to veterans and their dependents. Headed by the Secretary of Veterans Affairs, VA is the second largest of the 14 Cabinet departments and operates nationwide programs of health care, assistance services and national cemeteries.

The Seattle VA Regional Office is one of 58 Regional Offices nationwide tasked with providing claims benefits assistance. The Seattle Office serves those veterans and dependents who make their home within the State of

Washington. The Seattle Office supports 230 full time employees. These employees are responsible for making decisions on claims for disability compensation and pension, vocational rehabilitation and employment, home loan guaranties, and survivor benefits.

Some 78,000 Washington State veterans are receiving disability compensation or pension payments from VA. Another 10,000 surviving spouses, children, and parents of deceased veterans

(see "Spotlight" on page 3)





Fitness Center News

By Chrissie Kristl, ACSM

Need a little help with nutrition? Try a nutritional consultation at the JFB Fitness Center. Using our *Food Processor* nutrition analysis program, we can calculate nutritional goals personalized to your specific needs, create weight-gain or weight-loss plans, and use comparison graphs to evaluate diet deficiencies or excesses quickly and easily. Cost for members is \$8.00 and \$20.00 for non-federal employees.



Get ready to set your millennium health and fitness goals by playing *Celebrate Health 2000*. The goal is to accumulate 2000 points in four weeks through fitness and life-style activities.

For additional information, please contact Chrissie on 220-6134 or check out the JFB web site (click on "Fitness Center"). Fitness Center hours are 5:00 AM-7:00 PM. ❖

Health Unit News

By Joni Scott, RN

For participating agencies, flu shots are still available through the month of January. Free hearing tests will be available from January through March.

For additional information, please contact Joni on 220-7630. Health Unit hours are 7:30 AM-4:00 PM ❖

Cafeteria Changes

Just when things were looking better, more unsettling news.

Cafeteria Manager, Michael Lesh, resigned on December 10. Although Michael had to raise food prices last year due to Department of Labor mandated wage increases, he was able to accomplish several improvements.

We're going to miss Michael. We hope you had time to say goodbye before he left. ❖

Don't speak unless you can
improve upon silence.
— Spanish proverb

CFC Drive Results

It's beginning to look like a good year for the less fortunate due to the generosity of federal employees. Several JFB tenant agencies have been sponsoring special fund raising drives. One agency in the forefront is the Department of Veteran's Affairs (VA).



VA, Asst. Director, Jim Vance, in dunking booth on Second Avenue Plaza.

VA sponsored a chili/cornbread cook off and carnival during November. Along with great food and games, participants also enjoyed a dunking booth on the 2nd Avenue Plaza. (Can you spell hypothermia?). ❖

"GSA ADVANTAGE"
order supplies on-line with your
government purchase card
www.northwest.gsa.gov/jfb

Space Changes

The recent FBI relocation out of the JFB offered many opportunities for other agencies:

- Relocation of ATF onto the 6th and 7th floors.
- Expansion of IRS onto the 1st, 5th, and 9th floors.
- Expansion of the Secret Service within the 8th floor.
- Expansion of the Economic Development Administration within the 18th floor.
- Expansion of the DOJ Community Relations Office within the 18th floor.
- Expansion of Dept. of Education within the 33rd floor.
- Introduction of U.S. Customs onto the 31st floor.
- Introduction of the USDA Graduate School onto the 26th floor. ❖

Downtown Views

Downtown Views is a quarterly newsletter published by GSA's Jackson Property Management Team to help keep tenants informed of building related issues, events, and policies. Copies may be obtained at the Cafeteria, Self-Serve Center, or Building Web Site (www.northwest.gsa.gov/jfb).



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Seattle, WA 98174. (fax 220-5025 or
e-mail at jackson.pmt@gsa.gov)



**Building Community
Count on Me!**

Spotlight

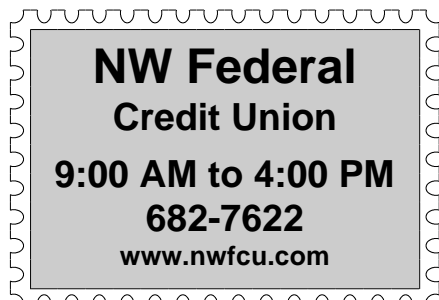
(continued from page 1)

in Washington are being paid survivor compensation or death pension benefits. Among them are 529 survivors of World War I veterans and 3,638 survivors of World War II veterans.

The Seattle Office was the first in the nation to open a pre-separation site on a military installation. Along with VA's Puget Sound Health Care System, we received a *Hammer Award* for this endeavor, and the program has been adopted for nationwide implementation. Early this fiscal year we will be opening a pre-separation site in the Bremerton area to handle navy personnel.

The employees of the Seattle VA Regional Office are proud of the work they do as they serve these valued citizens of our state. We realize that we have one of the best jobs in government; serving those who served us!

For additional information, please contact VA on 800-827-1000 or check out the VA web site at www.va.gov ❖



Office Communications

How many times do you think your co-workers or customers have hung up in anguish over your voice mail? Maybe more times than you may think.

Here's a few techniques aimed at improving our office communications:

Voice Mail Tips

- **"I'm either on the phone or away from my desk."** No kidding. Better yet, tell the caller something useful.
- **"You've reached 220-XXXX."** The caller already knows what number they dialed. Better yet, identify yourself and or your organization.
- **Update your greeting.** It's the week of the 14th, but the greeting says it's for the week of the 7th. So are they really out this week or did they just forget to update the greeting?
- **Wait for the beep.** Don't leave half a message.
- **Speak slowly and clearly.** There's nothing more frustrating than a garbled or rushed phone number.

If phone mail systems keep cutting you off when you leave messages:
 Your messages are too long.

Phone Tips

- Answer the phone with a greeting, and your organization or your name.
- Always ask permission — and wait for an answer — before placing a caller on hold.
- Always ask permission before placing someone on speakerphone.
- Identify all parties when on a speakerphone.
- Smile when talking on the phone, the person on the other end can tell.

Some employees answer the phone as if they've just had their request for a day off turned down.

Faxing Tips

- Use a cover sheet or at least a *To* and *From* label. Misdirected faxes are frustrating.
- Indicate the total number of pages being faxed.
- If the fax is important, follow it up with a phone call to ensure receipt.
- Try not to exceed ten pages.
- Expect faxes to be missing if they are not picked up within 10 - 15 minutes. ❖

Experience one stop shopping with the GSA brand. . .

- Office supplies
- Space layout
- Mgt Services
- Alterations
- Real Estate
- Technology
- Furniture
- Disposal
- Security
- Vehicles
- Moving

Providing solutions for your work environment needs.

Operation 'K' Results

A mountain of toys showed up on collection day. The federal community has done another terrific job to make the holidays a special time for needy children. Thanks for caring! ❖



(l to r): Santa's Helpers; Kathy Dyer, SFEB and Anne Tiernan, SFEB at fourth floor lobby collection site.

Think you've got it bad? JFB Fact

There are over 52,700 yards of carpet to vacuum! (10 1/2 Football Fields)

"Nothing is so simple that it cannot be misunderstood."

— Jr. Teague

WTO and the JFB

It's not like we haven't seen our share of major events recently — Desert Storm, Goodwill Games, and APEC. However, the World Trade Organization (WTO) event was one that most of us won't soon forget.

Trade ministers and associated officials from 135 countries met in Seattle to discuss reducing barriers to international trade. The JFB itself became involved by providing meeting room space for congressional delegates and press conference space for the Mayor of Seattle.



(l to r): Officer Larry McConnell, FPS Region 10; Officer John Berquist, Gabriel Security; Officer Gary Long, FPS, National Capital Region.

GSA's Federal Protective Service (FPS) provided security and worked with Property Management to implement special precautions to ensure the safety of tenants and visitors. A group of volunteer FPS Federal Protective Officers arrived from as far away as Miami, Florida to work 18 hour shifts. We also had additional officers from our very own Gabriel Security.

Fortunately the destructive protests occurred well away from the JFB. I think we can all agree that our commute disruptions were a minor inconvenience compared to the WTO related damage we saw on television! ❖

Building Hours
6:30 AM - 5:30 PM

Building Communications

The GSA Jackson Property Management Team prides itself on providing tenants with timely and consistent communications. We utilize a variety of methods to get the word out.

- Building Web Site
- Building Newsletter
- Corridor Bulletin Boards
- Quarterly Tenant Meetings
- GSA Team Email Address
- Broadcast Voice Mail
- Broadcast Fax
- 24 x 7 Service Call Hot Line
- Lobby Level GSA Team Office

We are sincerely interested in any comments or suggestions regarding our services and the operation of the building. Please contact us.



Broadcast voice mail is something we started experimenting with about a year ago. By now you've heard the Building Manager's voice explain such things as the reason flags were at half staff. We hope you find this intrusion into your work time beneficial. We promise to use it sparingly. (Note: it's only available to tenants on the building standard 220 prefix). ❖



Thank You

for using your JFB recycle containers!

Projects Update

FY00 is going to be a lean year as far as funding for capital projects is concerned. Most construction funding will cover space alterations as we backfill space vacated from the FBI's relocation out of the building.

Exterior Cleaning

The exterior clean and reseal project contractor, *Diamaco*, has completed the test cleaning areas on the building. Actual on-site work is expected to start the first of the year. Work will be accomplished at night so as not to impact tenants and visitors.

Woodwork Refinish

The contract has been awarded and on-site work is expected to begin in March and finish in June. The areas impacted are the "teak" wood corridor doors on floors 1,2, and 4. No tenant disruptions are anticipated.

Building-wide Renovation

The design contract for the multi-million dollar building-wide "Prospectus" renovation project has been funded and work is progressing. Targeted areas include: elevators, restrooms, cafeteria, and plaza. We hope to see actual construction in FY2003. ❖

Tenant Satisfaction Scorecard

82% ('94), 85% ('96), 86% ('98)

Our Goal 90%

The next survey is less than one year away!

Tenant Representatives

We would like to take this opportunity to recognize the special efforts of all the JFB tenant agency representatives. These hearty souls meet every quarter to discuss building related issues and then pass along important information to their co-workers. They are the *eyes and ears* of the building occupants.

It's possible that the reason people are living longer today is that when the Angel of Death calls, he gets an answering machine.

— Author unknown

Mary Albertsen, NLRB
YNC Anderson, USCG, FD&CC
Theresa Bobotek, Passports
Joanne Bergen, IRS Appeals
Joyce Chapman, NHTSA
Karen Davies, DOEd
Kathy Dyer, SFEB
Charmayne Forsyth, SS
Mary Glen, Senator's Office
Nora Holm, BOP
Pat Guiton, TIGTA
Rita Knox, USCG, 13th Dist.
Chrissie Kristl, Fitness Ctr.
Joe Lucero, FBA
Lyn McClland, Maritime
Bernie Meads, GPO
Maggie Morse, ATF
Barbara Moss, VA-IG
Elizabeth Nance-Sier, FTA
Lynn Nishimura, NWFCU
Diane Pecknell, MSPB
Sue Polen, CNSA
Molly Satterfield, PHS
Stella Schuller, FTC
Jeff Stottlmyer, State Security
Elinor Taylor, IRS Council
Bernice Waddell, EDA
Ellen Wilcox, IRS
Mary Yates, VA

We salute you! ❖



**Service Call
Hot Line
220-5050**

Emergency Advisories

The Seattle Federal Executive Board (SFEB) notification policy has been modified for FY00.

Now officially known as the "Emergency Situation Advisory Plan," the policy states that all JFB employees must utilize their agency's own specific notification system for reporting to work. Based upon emergency or road conditions in the greater Seattle area the SFEB will produce an advisory to agency heads. Agency heads may in turn activate their own system to notify their individual employees (agencies occasionally grant administrative leave, liberal leave, or a delay in reporting to work).

Neither the SFEB nor GSA can advise individual employees regarding conditions for reporting to work. Employees must utilize their agency's own specific notification system.

Don't wait until the snow starts to fall or another WTO comes to town to figure out how your agency's policy works. Save yourself that early morning confusion by checking with your supervisor today.

For additional information, please contact Anne or Kathy on 220-6171. ❖

FEDERAL DAY CARE

Little Eagles
Second & Madison
Ph 382-9869

Green Tree
Sixth & University
Ph 553-8212

Telephone List

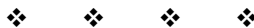
Cafeteria, 622-3947
Conference Rooms, 220-5052
Credit Union, 682-7622
Fitness Center, 220-6134
General Info, 220-5055
Health Unit, 220-7630
Lost & Found, 220-5055
Security, 253-804-4771
Service Calls, 220-5050
Telephones, 220-5005

EMERGENCIES

253-804-4777 (24 hrs)

Bits and Pieces

The next Quarterly Tenant Meeting is scheduled for 10:00 AM, Wednesday, January 19, 2000 in the Evergreen Room (3086). All tenant agency representatives are encouraged to attend.



How important is a promotion?

- It's not important at all, 7.3 percent.
- Very important, 36.2 percent.
- It's not at the top of my list, 56.4 percent.

(From Bob Rosner's www.workingwounded.com)

Calendar of Events

- Jan 14 Blood Drive,
South auditorium,
9:00 AM – 3:00 PM
- Jan 17 M.L. King Holiday,
Building Closed
- Feb 18 Blood Drive,
South Auditorium,
9:00 AM – 3:00 PM
- Feb 21 President's Day,
Building Closed
- Mar 17 Blood Drive,
South Auditorium,
9:00 AM – 3:00 PM

Q and A Things You Should Know

Q: Why do the lights and heat go off at 5:30 PM? I work till 6:00 PM.

A: Federal regulations provide that tenant agency rent covers 11 hours of service Monday through Friday, excluding federal holidays. The 11 hour window jointly established for the JFB is 6:30 AM to 5:30 PM. However, tenant agencies with unusual needs or work hours may request overtime utility service at an additional cost. GSA fully supports flexible work shifts, but cannot supplement tenant agency budgets. ❖

"Electric communication will never be a substitute for the face of someone who with their soul encourages another person to be brave and true."

— Charles Dickens

Thanks to all of you, the GSA Jackson Property Management Team's open house held on October 14th was a huge success.



Due to liability issues, please remember that GSA cannot open doors for tenants who get locked out of their office.

More Bits and Pieces

Congratulations to the recently elected officers of the Chapter 30, National Treasury Employees' Union (NETU). Chapter 30 represents approximately 600 employees within the JFB.

- President:
Steve Wilson, IRS
- Vice-President:
Susan Kendell, IRS
- Secretary:
Clark Fletcher, IRS
- Treasurer:
Evelyn Boyer, IRS

You can reach both the NTEU and the AFGE web sites from the JFB web site (click on "Other Web Sites"). ❖



Your GSA Jackson Property Management Team

Visit Our Web Site At: www.northwest.gsa.gov/jfb

Administrative Services:
Laura Wright, Stan Catchpole,
Michael Westvold, & Steve David

Mechanical Services:
Curtis Kelly, Owen Butler, Diane Murdock,
Chuck Eddington, John McQueen,
Ted Peros, Bob McDaniel, & Robert Manos